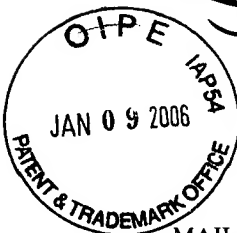




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*AF*



January 6, 2006

Docket No.: SBL0001US

MAIL STOP AF  
COMMISSIONER FOR PATENTS  
P. O. Box 1450  
Alexandria, VA 22313-1450

Re: Applicant(s): Anil K. Annadata, Wai H. Pak, Rohit Bedi  
Assignee: Siebel Systems, Inc.  
Title: System and Method for Multi-Channel Communication Queuing  
Serial No.: 09/823,590  
Examiner: Quynh H. Nguyen  
Docket No.: SBL0001US  
Filed: March 31, 2001  
Group Art Unit: 2642

Dear Sir:

Transmitted herewith are the following documents in the above-identified application:

- (1) Return Receipt Postcard;
- (2) This Transmittal Letter (1 page) (in duplicate); and
- (3) Response To Final Office Action (11 pages).

- ☐ No additional fee is required.  
☒ The fee has been calculated as shown below:

**CLAIMS AS AMENDED**

|                       | Claims Remaining<br><u>After Amendment</u> |       | Highest No.<br>Previously<br><u>Paid For</u> |   | Present<br><u>Extra</u> |   | <u>Rate</u> |    | Additional<br><u>Fee</u> |
|-----------------------|--|-------|--|---|-------------------------|---|-------------|----|--------------------------|
| Total Claims          | 20   | Minus | 20   | = | 0                       | x | \$50.00     | \$ | 0.00                     |
| Independent<br>Claims | 3  | Minus | 3  | = | 0                       | x | \$200.00    | \$ | 0.00                     |

**Total additional fee for this Amendment:** \$ 0.00

- ☒ Conditional Petition for Extension of Time: If an extension of time is required for timely filing of the enclosed document(s) after all papers filed with this transmittal have been considered, an extension of time is hereby requested.
- ☒ Please charge our Deposit Account No. 502306 in the amount of \$ 0.00
- ☒ Also, charge any additional fees required and credit any overpayment to our Deposit Account No. 502306.

**Total:** \$ 0.00

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Mail Stop AF, Commissioner For Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on January 6, 2006.

*[Signature]* 1/6/06  
Attorney for Applicants Date of Signature

Respectfully submitted,

*[Signature]*  
D'Ann Naylor Rifai  
Attorney for Applicants  
Reg. No. 47,026

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Anil Kumar Annadata, Wai H. Pak, Rohit Bedi  
Assignee: Siebel Systems, Inc.  
Title: System and Method for Multi-Channel Communication Queuing  
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Docket No.: SBL0001US Client Ref. No. SIEB059/US

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Austin, Texas  
January 6, 2006

MAIL STOP AF  
COMMISSIONER FOR PATENTS  
P. O. BOX 1450  
ALEXANDRIA, VA 22313-1450

**RESPONSE TO FINAL OFFICE ACTION**

Dear Sir:

This paper is responsive to the Office Action dated November 3, 2005, having a two-month response period expiring on January 3, 2006, and a shortened statutory period expiring on February 3, 2006. Further examination and reconsideration are respectfully requested in view of the amendments and remarks set forth below.

No Amendments to the Specification or Drawings are presented in this paper.

Amendments to the claims are presented in a listing of claims, which begins on page 2 of this paper.

Remarks begin on page 6 of this paper.